



## **Missed Appointment Policy**

Patients are politely reminded that a missed appointment fee will apply for non-attendance of a previously arranged appointment.

**Appointments that are cancelled with less than 24 hours' notice will be liable for a late cancellation fee of £30.00.**

Appointments that are missed or cancelled at short notice cannot normally be filled, resulting in lost clinical time, which in turn reduces appointment availability for all patients.

Please ensure that your contact details are as up to date as possible, ideally including your mobile number and email so that we are able to send you appointment reminders. We aim to send patients either SMS text or email reminders two days prior to appointments.

Policy reviewed: 13/03/2025